

## Outpatient Clinical Services Manual Procedure For Completing Case Management/Skills Training Assessments

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Type: Procedure

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**Summary:** In an effort to ensure that each Hamilton Center Inc. consistently completes Case Management and Skills Training Assessments to provide quality behavioral healthcare, wellness, and human development services to our communities, the following procedure will take place. For completion of initial and ongoing Case Management and Skills Training Assessments, the following procedure will be followed by service providers.

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### PROCEDURE:

#### 1.0 Initial Case Management/Skills Training Assessments

Consumers who are assigned to an MRO Service Provider (Care Manager, Skills Trainer, Wraparound Facilitator or Wraparound Coordinator, Nurse) will have an initial and ongoing Case Management and Skills Training Assessment completed as part of their treatment.

- 1.1 Once assigned to the MRO service provider, the consumer will have an initial Case Management/Skills Training Assessment completed and documented in the EMR within 30 days. Consumers who have the Department of Children's Services and MRO services will have the Case Management/Skills Training Assessment completed as well.
- 1.2 The provider will meet with the consumer face to face in 1 to 2 sessions to gather the information required to complete the assessment.
- 1.3 The assessment will be recorded as a Case Management Service and document the current and ongoing needs for Case Management and Skills Training the consumer will require while in treatment. Documentation of needs being addressed on the treatment plan will be included in the each domain summary along with needs that will be deferred.
- 1.4 The Clinical Supervisor and Program Manager will monitor the Consumer Overview Reports of service providers on a monthly basis to ensure Case Management and Skills Training Assessments are being completed.

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**2.0 Ongoing Case Management/Skills Training Assessments**

- 2.1 Ongoing Case Management/Skills Training Assessments will be completed at a minimum of 1 time per year with the consumer to determine ongoing needs related to Case Management and Skills Training services.
- 2.2 The Case Management/Skills Training Assessment can be prior to 1 time per year if the consumer changes in level of care (Example; moving from Group Home to Outpatient or Sub-Acute to Outpatient)
- 2.3 The provider will meet with the consumer face to face in 1 to 2 sessions to gather the information required to complete the ongoing assessment.
- 2.4 The assessment will be recorded as a Case Management Service and document the current and ongoing needs for Case Management and Skills Training the consumer will require while in treatment. Documentation of needs being addressed on the treatment plan will be included in the each domain summary along with needs that will be deferred.
- 2.5 The Clinical Supervisor and Program Manager will monitor the Consumer Overview Reports of service providers on a monthly basis to ensure Case Management and Skills Training Assessments are being completed.